



## CREDIT CARDS

September 2004

### CREDOMATIC & AMERICAN EXPRESS

The following offices of CREDOMATIC & AMERICAN EXPRESS are available for credit card cash withdrawals or Guatemalan-issued credit card replacements. A valid passport is needed to carryout any transaction. Hours are: Monday-Friday from 8 a.m. to 7 p.m. and Saturdays from 8 a.m. to 1 p.m.

#### Guatemala City:

\*7a. Ave 6-26, Zona 9  
Plaza El Roble  
Basement, Atención al Público  
Tel. 2331-7436 (working hours)

\*Plaza Obelisco  
Avenida Reforma 18 Calle  
Zona 10 Local 5  
Tel. 2331-7436 Fax. 2367-3214

Calzada Roosevelt 30-75, Zona 11  
Centro Comercial El Puente  
Tel. 2439-4453

5a. Avenida y 11 Calle, Z.1  
Edificio Estacionamiento  
Tel. 2251-4185  
Fax. 2253-2831

#### Other Towns:

Quetzaltenango:  
Banco del Quetzal  
20 Ave 3-95 Zona 3  
Tel. 6761-0514  
8:30 a.m. to 7:00 p.m. Mon-Fri  
8:00 a.m. to 1:00 p.m. Saturday

To report stolen American Express travelers checks, call collect 801-964-6665 or 1-800-221-7282. You may apply for replacement checks at Clark Tours located at 12 calle 0-93, Zona 9, Centro Comercial Montúfar, local 22 telephone 331-7422.

\*Bank cards using the **Cirrus** networks (**Pronto** in Guatemala) are accepted.

### **Lost or Stolen Credit Cards:**

A replacement credit card cannot be issued in Guatemala without the proper authorization of a bank in the United States.

A lost or stolen credit card can only be blocked in case of loss or theft. An order to block a lost or stolen credit card can be placed at the address below:

Clark Tours  
Centro Comercial Montúfar, Local 22  
12 Calle 0-93, Zona 9  
Guatemala City  
Tel. 2331-7422/2470-4800  
Monday-Friday 8:30-5:00 Saturday 8:00-12:00

Banco Uno  
Edificio Unicentro, 1er nivel  
18 calle 5-56 Zona 10.  
Guatemala City  
Tel. 2366-2191 Fax: 2366-3225  
Emergency number: 2366-3535  
E-mail: [bancouno@grupo-uno.com](mailto:bancouno@grupo-uno.com)  
Website: [www.bancouno.com.gt](http://www.bancouno.com.gt)

However, this will only prevent its use in Guatemala. A call to the proper U.S. bank (i.e., the bank which issued the card) is necessary in order to block the use of the card worldwide.

American Express can replace lost or stolen travelers' checks. In order to replace them, you may call American Express collect in the United States through the AT&T operator by dialing: 999-3060